











## QG 20: Level of Knowledge w/Internet & On Line Systems

Level of Knowledge w/Internet & On Line Systems	Very Experienced or Knowledgeable	Moderately Experienced or Knowledgeable	Slightly Experienced or Knowledgeable	Not Experienced or Knowledgeable	Totals	Replies	Mean	Mean
								1 4
Navigating the Internet	18.0 60.0%	11.0 36.7%	1.0 3.3%	0.0 0.0%	30.0 100.0%	30.0	3.57	
Using online systems to perform your job duties	13.0 43.3%	15.0 50.0%	2.0 6.7%	0.0 0.0%	30.0 100.0%	30.0	3.37	
Utilizing Internet based training	10.0 33.3%	15.0 50.0%	5.0 16.7%	0.0 0.0%	30.0 100.0%	30.0	3.17	
Whole Group	13.7 45.6%	13.7 45.6%	2.7 8.9%	0.0 0.0%	30.0 100.0%	30.0	3.37	

## Q4: 2. What is your primary language?

2. What is your primary language?			
	Counts	Percents	Percents
			0 100
English	27	90.0%	
Spanish	2	6.7%	
Chinese	1	3.3%	
Other	0	0.0%	
Totals	30	100.0%	
Mean	--		

## Q5: 3. What were your reasons for participating in the AESPCLink Online Training session? (Mark a...

3. What were your reasons for participating in the AESPCLink Online Training session? (Mark all that apply)			
	Counts	Percents	Percents
			0 100
Enhance understanding of AESPCLink's function	16	53.3%	
New job role and responsibilities	13	43.3%	
New employee	6	20.0%	

[Continuing table]

3. What were your reasons for participating in the AESPcLink Online Training session? (Mark all that apply)			
	Counts	Percents	Percents
			0 100
Difficulty using AESPcLink software	3	10.0%	
New business	1	3.3%	
Considering self-filing as opposed to letting forwarder do it.	1	3.3%	
Management decided to bring the freight forwarding services in house and that included filing the SED's.	1	3.3%	
Other	0	0.0%	
Totals	30	n/a	
Mean	--		

## Q6: 4. How many Shipper's Export Declarations (SEDs) or AES Transactions are filed on average per...

4. How many Shipper's Export Declarations (SEDs) or AES Transactions are filed on average per month by your company or by an authorized agent on your behalf? (Select one choice)			
	Counts	Percents	Percents
			0 100
6-20	13	43.3%	
0-5	8	26.7%	
51+	6	20.0%	
21-50	3	10.0%	
Totals	30	100.0%	
Mean	--		

## Q7: 5. Will your company use AESDirect or AESPcLink?

5. Will your company use AESDirect or AESPcLink?			
	Counts	Percents	Percents
			0 100
Use AESDirect	9	30.0%	
Use AESPcLink	9	30.0%	
Both	8	26.7%	

[Continuing table]

5. Will your company use AESDirect or AESPcLink?			
	Counts	Percents	Percents
			0 100
Neither, I will authorize an agent to file on my behalf	2	6.7%	
As a back-up system	2	6.7%	
Totals	30	100.0%	
Mean	--		


## Q8: 6. What were your expectations prior to the AESPcLink Online Training? (Mark all that apply)

6. What were your expectations prior to the AESPcLink Online Training? (Mark all that apply)			
	Counts	Percents	Percents
			0 100
Improve understanding of the AESPcLink software	21	70.0%	
Minimize errors when working with the AESPcLink software	19	63.3%	
Attain basic understanding of the AESPcLink software	18	60.0%	
Derive more utility from the ASEPcLink software	17	56.7%	
Make sure I was filling out the information correctly	1	3.3%	
Other	0	0.0%	
Totals	30	n/a	
Mean	--		





## Q9: 7. Please rate the clarity of instruction during your AESPcLink Online Training session? (Sel...

7. Please rate the clarity of instruction during your AESPcLink Online Training session? (Select one choice)			
	Counts	Percents	Percents
			0 100
Very clear and to the point	8	26.7%	
Clear and understandable	15	50.0%	
Adequate	5	16.7%	

[Continuing table]

7. Please rate the clarity of instruction during your AESPCLink Online Training session? (Select one choice)			
	Counts	Percents	Percents
			0 100
Unclear - required clarification	2	6.7%	
Confusing	0	0.0%	
Totals	30	100.0%	
Mean	3.97		

### Q10: 8. Please rate the effectiveness of examples and slides presented during the training. (Sele...

8. Please rate the effectiveness of examples and slides presented during the training. (Select one choice)			
	Counts	Percents	Percents
			0 100
Excellent detail and content	10	33.3%	
Good detail and content	9	30.0%	
Adequate information	8	26.7%	
Insufficient information	3	10.0%	
Distracting and confusing	0	0.0%	
Totals	30	100.0%	
Mean	3.87		

### Q11: 9. Please comment on any distractions that you encountered during your online training session.






9. Please comment on any distractions that you encountered during your online training session.

- None.
- None - it was a small group and very easy to follow along
- The system kicked us out in the middle of the training. Also the time for the training does not seem to be enough to cover the main topics.
- There was communication disruptions with the class. I was unable to complete the class on line. Keep in mind that I am completing this survey according to the time that was spent on training
- It seemed to take a long time to get everyone on line so we could begin. People coming into the training late and interrupting.
- My work area to noisy, should have went to a quite office
- none at all
- I could here other people talk. They should have put their phones on mute or have been asked to.
- None






## QG 21: WebEx Training Agree/Disagree w/statements

WebEx Training Agree/Disagree w/statements	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Totals	Replies	Mean
10a. The registration process for AESPCLink Online Training is easy	7.0 23.3%	18.0 60.0%	5.0 16.7%	0.0 0.0%	0.0 0.0%	30.0 100.0%	30.0	4.07
10b. It is easy to log into the online training session	6.0 20.0%	20.0 66.7%	2.0 6.7%	1.0 3.3%	1.0 3.3%	30.0 100.0%	30.0	3.97
10c. Once in the session, interfacing with the training system is easy	9.0 30.0%	17.0 56.7%	3.0 10.0%	1.0 3.3%	0.0 0.0%	30.0 100.0%	30.0	4.13
10d. Training instructors were able to resolve any and all questions that were introduced during t	11.0 36.7%	16.0 53.3%	0.0 0.0%	3.0 10.0%	0.0 0.0%	30.0 100.0%	30.0	4.17
10e. The quiz at the end of the training was an effective way to end the session	6.0 20.0%	14.0 46.7%	9.0 30.0%	0.0 0.0%	1.0 3.3%	30.0 100.0%	30.0	3.80
10f. The time I spent in training was time well spent - I would do it again (if I had not already	7.0 23.3%	15.0 50.0%	3.0 10.0%	3.0 10.0%	2.0 6.7%	30.0 100.0%	30.0	3.73
10g. I would recommend the training to others	9.0 30.0%	14.0 46.7%	3.0 10.0%	3.0 10.0%	1.0 3.3%	30.0 100.0%	30.0	3.90
10h. I would attend a Review Session of AESPCLink	7.0 23.3%	13.0 43.3%	6.0 20.0%	2.0 6.7%	2.0 6.7%	30.0 100.0%	30.0	3.70
10i. If offered, I would attend other AES training sessions	8.0 26.7%	16.0 53.3%	4.0 13.3%	2.0 6.7%	0.0 0.0%	30.0 100.0%	30.0	4.00
Whole Group	7.8 25.9%	15.9 53.0%	3.9 13.0%	1.7 5.6%	0.8 2.6%	30.0 100.0%	30.0	3.94













[Continuing table]

WebEx Training Agree/Disagree w/statements	Mean
	1 5
10a. The registration process for AESPCLink Online Training is easy	
10b. It is easy to log into the online training session	
10c. Once in the session, interfacing with the training system is easy	
10d. Training instructors were able to resolve any and all questions that were introduced during t	
10e. The quiz at the end of the training was an effective way to end the session	

[Continuing table]

WebEx Training Agree/Disagree w/statements	Mean	
	1	5
10f. The time I spent in training was time well spent - I would do it again (if I had not already		
10g. I would recommend the training to others		
10h. I would attend a Review Session of AESPCLink		
10i. If offered, I would attend other AES training sessions		
Whole Group		









## Q21: a ) What can we do to improve the agenda or content?

a ) What can we do to improve the agenda or content?				
	Counts	Percents	Percents	
			0	100
Change nothing, it works great.	1	8.3%		
Extend the training time as a lot of questions rise during the sessions from the participants.	1	8.3%		
Good as is.	1	8.3%		
Have more hours for training available.	1	8.3%		
I just don't think that AES direct or PC link is user-friendly. It isn't laid out like an SED, therefore would be confusing to most people without extensive expoeience is using it.	1	8.3%		
i think it is pretty much very clear and well explained already.	1	8.3%		
It appeared to be appropriate	1	8.3%		
N/A	1	8.3%		
Not experienced enough to offer any suggestions	1	8.3%		
nothing, very satisfied	1	8.3%		
Offer an advanced class for Licenses, ect.	1	8.3%		
Provide a more detailed agenda prior to registration so enrollees will know if the course is too basic to be helpful.	1	8.3%		


[Continuing table]

a ) What can we do to improve the agenda or content?			
	Counts	Percents	Percents
			0 100
Totals	12	100.0%	
Mean	--		








## Q22: b ) What can we do to improve deliverables, course materials, learning tools, etc.?

b ) What can we do to improve deliverables, course materials, learning tools, etc.?			
	Counts	Percents	Percents
			0 100
Good as is.	1	12.5%	
I BELEIVE YOU SHOULD SEND UP TO DATE MATERIALS TO ALL THAT ARE USING AES.,I FOR ONE LEARNED VIA AES INTERNET AND OLD COPIES LEFT FROM PREVIOUS SHIPPER	1	12.5%	
Make materials available prior to training for early review - might help formulate some questions	1	12.5%	
no comment	1	12.5%	
nothing, very satisfied	1	12.5%	
same as above	1	12.5%	
The online page to learn how to fill out the AES is not the same as the AES Direct page/ I should have used the screen I use at work.	1	12.5%	
Use interactive material	1	12.5%	
Totals	8	100.0%	
Mean	--		








## Q23: c ) What can we do to improve the instructors' knowledge level, presentation skills, etc.?

c ) What can we do to improve the instructors' knowledge level, presentation skills, etc.?			
	Counts	Percents	Percents
			0 100
everything was great.	1	12.5%	

[Continuing table]








c ) What can we do to improve the instructors' knowledge level, presentation skills, etc.?				
	Counts	Percents	0	Percents 100
I thought his knowlegdge was excellent	1	12.5%		
N/A	1	12.5%		
nothing, very satisfied	1	12.5%		
same as above	1	12.5%		
The difference between the SED and HTS and how to figure out aHTS number and when a SED does not need to be filed.	1	12.5%		
The instructor should be proficient in the same language as the students. In this case it was English. It was difficult to understand the instructor's deep accent.	1	12.5%		
Very satisfactory	1	12.5%		
Totals	8	100.0%		
Mean	--			

## Q24: d ) What can we do to improve system access, network connections (voice, internet, video con...

d ) What can we do to improve system access, network connections (voice, internet, video conference), etc.?				
	Counts	Percents	0	Percents 100
Good as is.	1	14.3%		
N/A	1	14.3%		
no comment	1	14.3%		
nothing, very satisfied	1	14.3%		
same as above	1	14.3%		
Start on time so people attending do not have to waste time waiting for people to join in.	1	14.3%		
Very satisfactory	1	14.3%		
Totals	7	n/a		
Mean	--			



## Q25: e) What else can we do to improve the training?

e) What else can we do to improve the training?				
	Counts	Percents	Percents	
			0	100
CONCENTRATE ON TAKING CARE OF ERRORS	1	14.3%		
Establish a "practice" website for beginners to explore	1	14.3%		
Good as is.	1	14.3%		
nothing, very satisfied	1	14.3%		
provide more practice options to get better understanding	1	14.3%		
same as above	1	14.3%		
Training is very much explained and thought out. I have no problems or complaints about any of it. I learned everything in the training that i did not already know.	1	14.3%		
Totals	7	n/a		
Mean	--			

## Q26: 12. What other programs would you like to see offered by AES?

12. What other programs would you like to see offered by AES?

- Training in the Pittsburgh PA area. There are a good deal of companies that engage in export shipments and a one-day forum on export issues would benefit greatly.
- Something with more "content" on exports than just using the application
- I would like to see a program for the automated system propriety report
- Advance Classes for Department of State and Department of Commerce Licensed shipments.
- NAFTA
- i don't really know. when i file SED's, i find it easier to just type out the hard copy because the online version takes so long and asks so many questions, half of which i don't have the answer for because i don't even know what the question is asking me. (ie, what port is this going to? i just let our shipper decide that)
- VPN utility set up for automated operation.
- something in the current program to remind you to update certain fields, like:the ports or commodity codes or whatever else needs to be updated every 90 days or so..

## Q27: 12. Overall, how satisfied are you with Foreign Trade Division's AESPCLink Online training?

12. Overall, how satisfied are you with Foreign Trade Division's AESPCLink Online training?			
	Counts	Percents	<div> <div></div> <div>0</div> <div>100</div> </div>
Very Satisfied	11	36.7%	<div><div></div></div>
Satisfied	13	43.3%	<div><div></div></div>
Undecided	1	3.3%	<div><div></div></div>
Dissatisfied	5	16.7%	<div><div></div></div>
Very Dissatisfied	0	0.0%	
Totals	30	100.0%	
Mean	4.00		